



Results

*THE STRATEGIC GROWTH INITIATIVES
LED TO SIGNIFICANT ACHIEVEMENTS:*

- **Quote Volume & Activity**

\$5,722,418 | Quoted across all Institutions

- **Program Size**

\$1,759,534 | Collective annual amount among all Institutions

- **Hard Dollar Savings**

\$736,256 | Total annual savings from previous maintenance contract costs

- **Admin Fees**

\$34,884.81 | Total Admin Fees paid

- **Operational Savings**

Contracts consolidated resulting in fewer PO's issued and one point of contact for all service requests

Conclusion

The University partnership with SU Group LLC delivered substantial cost savings, streamlined contract management, and improved operational efficiency across all institutions. By consolidating contracts, enhancing supplier relationships, and fostering cross-campus collaboration, the system achieved measurable financial and service improvements, setting the stage for continued growth.

equipment maintenance case study

Streamlining Supplier Performance and Contract Adoption Across Campuses

Empowering a 13-institution university system to improve supplier performance, increase contract adoption, and coordinate sourcing across campuses — driving efficiency, transparency, and measurable savings.

Challenges

- **Supplier Performance**

Tracking underperformance and resolving issues without disrupting operations.

- **Managing Fees & Savings**

Ensuring transparency and accountability

- **Contract Awareness and Usage**

Educating departments on available contracts and encouraging adoption and overcoming resistance.

- **Cross-Campus Sourcing Relationships**

Coordinating across campuses and balancing local needs with university-wide agreements.

Strategy

To overcome these challenges, University System solicited RFP responses to identify and award to a supplier that would provide:

- Comprehensive & Guaranteed Cost Savings
- Program Expansion through aggregate purchasing
- Customer Service Satisfaction & Engagement
- Continued Program Improvements
- Increased Operational Efficiencies
- Affiliate Growth
- Enhanced Relationships between supplier and participants
- Regional Collab Meetings